Information Technology

Mission. The mission of Information Technology is to coordinate the City's total automation effort, managing system applications and telephone systems at the lowest possible cost.

Overview. The Information Technology Fund combines the old Data Center and Telecommunications Funds into one operational and accounting structure. Functions include providing staff assistance to the Management Information Systems (MIS) Team, assisting City staff with technology concerns, serving as liaison to Sedgwick County Data Processing, managing system applications, and providing a City-owned telephone system to the organization at the lowest possible cost.

Information Technology (IT) services support 1,572 users of eleven major systems at 34 City facilities. System access is available twenty-four hours a day through 612 personal computers. Telecommunications services are provided through 1,976 telephone lines and 1,200 telephone instruments to City staff at all City owned and operated locations.

Systems supported by IT include: Internet applications; public safety; geographic information systems (GIS); document imaging; office automation (including electronic mail and Microsoft Office productivity software); water billing; permitting (Central Inspection); park recreation registration; Firehouse; personnel; finance; and telecommunications, including long-distance service and pagers. Application usage is detailed in the table below.

System/Application	# of Users
Public safety	1,040
Office automation	760
Utility billing	90
Park recreation	35
Central Inspection	70
Finance/payroll	200
Internet access	300
Telecommunications	1,350

Information Technology is an internal service operation, charging City of Wichita customers for support and maintenance of their information systems. IT is staffed by 32 employees, 29 of whom are professional staff. Data charges and staffing levels increase only with additional service provision, as new systems are added, or as systems are expanded.

Finance and Operations. A new, $1.75 million public safety system is currently under development. The existing system has been in use since 1989, cannot be migrated to the City's standard operating system, will not support an incident-based reporting system, and will no longer be supported by the vendor. A task team made up of Municipal Court, Information Technology, and Police Department personnel was established to research and select a company to implement the new system. The recommended system will allow information to be shared by Police, Prosecution, and Court. The new system also streamlines data entry by integrating bar code and driver's license scanning, imaging, and Internet technology. Customer service will be improved with ticket payment, court date, and other notification processes part of the new application.

The upgrade and replacement of the old Fire database system is complete. In addition to updating the Firehouse system to be Y2K compliant, the new system has an improved user interface, maintains more inspection and call records, and uses common software, which is supported by Data Center staff. The previous system was custom written, making it difficult to maintain and update. All hardware related to the Firehouse system was replaced as part of the upgrade.

Migration to Microsoft Office 2000 is underway. Before beginning the software migration, Information Technology staff had to replace and test new hardware, as the previous operating systems will not be supported beyond 2000. Technical training and product testing is underway, with Office 2000 software expected to be in use in late 2000/early 2001. After migration to Office 2000 is complete, IT staff will begin transferring the City's operating systems to Windows 2000.

Geographic information systems assists with many projects, involving many City departments. GIS played a critical role in locating fire stations for the recently approved fire station construction/relocation plan. Other recent projects include mapping the path and severity of damage from the May 3, 1999 tornado, analyzing damage from the October 31, 1998 flooding, and mapping capital improvement projects. As additional base layers of data are completed, GIS will continue to grow in importance to other City departments, allowing greater analysis of operations and allowing departments to use scientific analysis to improve service to citizens.

MapWise, a new GIS application, offers significantly enhanced access to GIS information. The MapWise application is less expensive to license and more user-friendly than the traditional ArcView application. The combination of low cost and ease of use facilitates access of GIS data to many more users with little or no increase in cost to the City.
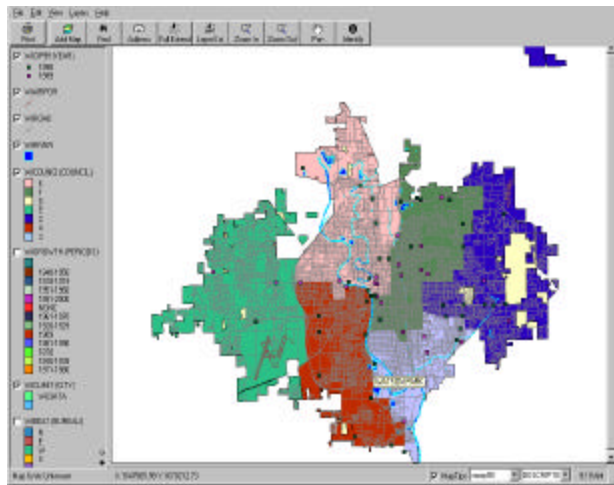
The new MapWise application will allow novice users to access valuable data on land use, infrastructure, and incident reporting.

The new City of Wichita web page. The page includes links to e-procurement, city code, and employment, and other services.

The City's new web site, www.wichitagov.org, went live in October 1999. The web site improves City services by providing citizen access to information and forms 24 hours per day, 7 days per week. Information is available through community bulletins and newsletters, calendars, surveys, and E-mail access to City departments and employees. Court docket information, applications for employment, records requests, and diversion requests are available on-line for citizens. In addition, forms for building permits, licensure, vendor registration, and applications for industrial revenue bond financing are also available on-line, allowing businesses to operate more efficiently. Additional E-Government services are under development, including utility billing, park recreation facility/class scheduling and fee payments.

E-gov procurement went live in July 2000, establishing an electronic relationship between the City and its thousands of vendors. The new system automated the City's procurement transactions, including on-line vendor registration, bid solicitation and submission, purchase order and invoice submissions, and payments. Electronic procurement is the first of many opportunities to re-engineer the way the City does business.

An Intranet uses Internet-based technology within the organization to facilitate communication and access to information. An Intranet is currently under development. The first benefits of the Intranet will be paperless "publication" of documents. For example, the employee newsletter, job listings, the Council newsletter, and other internal documents that are distributed as hard copies will be available on the Intranet. Savings will accrue not only from printing time and cost avoidance, but also from the time taken to sort and distribute information. As Intranet technology develops further and secure signature capability is added, the City will be able to process most internal forms on the Intranet, eliminating thousands of paper copies and many hours spent distributing those copies every year.
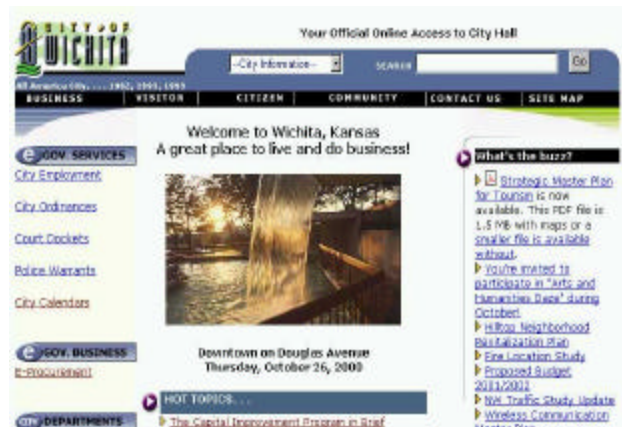
Hardware enhancement is also underway with the replacement of all personal computers (PCs) with operating speeds of less than 200 MHz. Applications have become more useful and more powerful, but they also require additional system resources. By 2001, all PCs in the Information Technology inventory will be using processors of at least 200 MHz. In all, about 350 machines will be upgraded.

Improvements in Telecommunications services are also underway. A fax server is being tested in City departments, and is expected to be on line by year-end 2000. The server will allow City network users to send faxes from their desktops in a manner similar to hard copy E-mail. The purchase of the server is also expected to reduce the City's dependence on traditional fax machines, allowing faxes to be phased out over time. Voice mail has been tested in several departments, and the test results have been used to finalize guidelines for wider use of the voice mail system. Implementation of voice mail has been approved by the MIS Team, subject to departmental funding issues.

The Help Desk structure was strengthened by the addition of a Help Desk Supervisor in 2000. Although service has been good to date, the organizational reliance on computers as a productivity tool make downtime unacceptable. The new Help Desk Supervisor is coordinating traditional Help Desk activities such as user support, system monitoring and maintenance, installing and repairing hardware, as well as working with City departments to improve services.

The 2001 Budget reflects the initiatives underway. One and a half positions were added during the budget process in 1999 to develop Internet applications, and the Council approved the addition of one position in late 1999 to accommodate the increased workload associated with the Firehouse application. The additions bring total Data Center employment to 28 positions (27.5 full-time equivalency).

Funds are included in the 2000 budget for replacement of servers that will no longer be supported. The servers being replaced support several applications, including Outlook (e-mail). Funding for MS Office 2000 license is also included in the operating budget,

as is additional training for staff assigned to support the MS Office applications.

The budget includes the implementation of an Intranet. The Intranet will make the City web site available to all employees on the City network. The initial cost to develop the Intranet is $21,000. Additional training for new Internet personnel is also included.

The 2001 Information Technology budget includes four additional positions, three of which are technical, professional positions. One analyst is added to provide additional systems and network support, in recognition of the increasing responsibilities IT has outside of City Hall. One position is dedicated to GIS, to provide support needed as the user base increases due to the addition of the MapWise application. The GIS position will also allow other GIS analysts to remain focused on implementing the GIS Master

Plan. The third technical position is web development analyst, added to develop and support additional Internet applications. The web development analyst will allow the City to continue to develop complex, dynamic Internet applications, providing more information and services to businesses and citizens electronically and to maintain increasingly complex web-based applications.

Finally, administrative support staffing is increased by one position for a total of two support staff for the 30 technical positions. An administrative assistant is added to provide professional staff support for the Chief Information Officer (CIO). The administrative assistant will be responsible for budget preparation, supervision of billing of IT services, and selected special projects as assigned by the CIO.

Information Technology Fund Budget Summary					
	1999 Actual	2000 Adopted	2000 Revised	2001 Adopted	2002 Approved
Information Technology Fund Revenue	**3,895,307**	**3,929,040**	**4,155,390**	**4,331,610**	**4,371,720**
Personal Services	1,099,302	1,447,880	1,575,210	1,758,530	1,779,610
Contractual Services	1,222,736	1,260,940	1,362,890	1,303,490	1,435,370
Commodities	145,985	293,330	293,330	186,930	186,930
Capital Outlay	129,927	327,040	221,860	290,500	273,500
Other	1,200,000	710,000	570,000	1,470,000	520,000
Total Information Technology Fund Expenditures	**3,872,055**	**4,039,550**	**4,023,290**	**5,009,450**	**4,195,410**
Revenue Over (Under) Expenditures	23,252	(110,510)	132,100	(677,840)	176,310
Information Technology Fund Balance	**966,960**	**1,222,965**	**1,099,060**	**421,220**	**597,530**
Position Summary					
Total full-time	27	26	27	31	31
Total part-time	1	1	1	1	1
Total FTE	27.5	26.5	27.5	31.5	31.5